

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 21 August 2020 9:45 AM
To: NG Stacey
Cc: Admin A
Subject: RE: [EXTERNAL] RE: Re: Re: LONG OUTSTANDING - O/REF: 140110/02 - ACC INVLG SDU6118Y & SJG227H ON 21 FEB 2014 -C0300867
Attachments: SJG227H - OI GIA REPORT.PDF; SDU6118Y - TP GIA REPORT.PDF; SDU6118Y-MARKED ESTIMATE.pdf; Survey Photos.pdf; TP Docs.pdf

Hi Stacey,

Thank you for your email.

We have managed to retrieve the survey photos for SDU6118Y. Based on both parties accident report, our insured driver had hit onto third party vehicle rear right portion. Liability is down on our driver.

We would like to seek your mandate as follows: -

1. Cost of Repair (w/GST)	\$ 1,558.99
2. Loss of Rental (3days x \$100.00)	\$ 300.00
3. LTA/ GIA Search Fee	\$ 5.35
Total	\$ 1,864.34

For your approval/ instruction please.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: NG Stacey <stacey.ng@axa.com.sg>
Sent: Wednesday, 19 August 2020 3:03 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: [EXTERNAL] RE: Re: Re: LONG OUTSTANDING - O/REF: 140110/02 - ACC INVLG SDU6118Y & SJG227H ON 21 FEB 2014 -C0300867

Dear Hsiao Tong

As spoken, please see attached for the GIA reports.

Do note that the damage for the accident on 21/02/2014 should be on the rear right portion.



Regards

Stacey Ng | Manager, Motor Claims Department

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: stacey.ng@axa.com.sg

Customer Care No. 1800 8804888

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From: NG Stacey

Sent: Monday, August 17, 2020 4:07 PM

To: margaret@kkimhin.com.sg; claims@kkimhin.com.sg; 'Hsiao Tong' <chewht@lkkauto.com>

Cc: CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; admin-a@LKKauto.com

Subject: RE: [EXTERNAL] RE: Re: Re: LONG OUTSTANDING - O/REF: 140110/02 - ACC INVLG SDU6118Y & SJG227H ON 21 FEB 2014 -C0300867

Hi Margaret,

Noted, will keep you updated.

Hi Hsiao Tong,

Kindly follow up as there is a marked estimate done by LKK Kenneth.

Thanks.

Regards

Stacey Ng | Manager, Motor Claims Department

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: stacey.ng@axa.com.sg

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From: margaret@kkimhin.com.sg <margaret@kkimhin.com.sg>

Sent: Friday, August 14, 2020 2:54 PM

To: NG Stacey <stacey.ng@axa.com.sg>; claims@kkimhin.com.sg; 'Hsiao Tong' <chewht@lkkauto.com>

Cc: CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; admin-a@LKKauto.com

Subject: [EXTERNAL] RE: Re: Re: LONG OUTSTANDING - O/REF: 140110/02 - ACC INVLG SDU6118Y & SJG227H ON 21 FEB 2014 -C0300867

Our Ref: 140110/02

Dear Stacey

Enclosed is the marked estimated from Kenneth@LKK. I will try to check if our service section has any correspondence on this survey.

The LOD and its supporting documents for this claim were forward to LKK together with few other claims and it acknowledged receipt on 16 August 2016. We have sent several reminders to Hsiao Tong on the claim but receive no response from her. If she did not have any records of this claim she should at least advised us instead of just ignoring our correspondence.

Please keep us updated on this matter.

Tks and Regards

Margaret

K. Kim Hin Auto Pte Ltd.

From: NG Stacey <stacey.ng@axa.com.sg>

Sent: Friday, August 14, 2020 8:28 AM

To: claims@kkimhin.com.sg; Hsiao Tong <chewht@lkkauto.com>; Auntie Margaret <margaret@kkimhin.com.sg>

Cc: CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; admin-a@LKKauto.com

Subject: RE: [EXTERNAL] Re: Re: LONG OUTSTANDING - O/REF: 140110/02 - ACC INVLG SDU6118Y & SJG227H ON 21 FEB 2014 -C0300867

Dear Margaret,

As spoken yesterday, both LKK and AXA do not have records of the claim. Kindly let us have the marked estimate from LKK surveyor and the email sent to LKK/AXA on the claim submission.

Thank you.

Regards

Stacey Ng | Manager, Motor Claims Department

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: stacey.ng@axa.com.sg

Customer Care No. 1800 8804888

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From: claims@kkimhin.com.sg <claims@kkimhin.com.sg>

Sent: Thursday, August 13, 2020 4:20 PM

To: NG Stacey <stacey.ng@axa.com.sg>; Hsiao Tong <chewht@lkkauto.com>

Cc: CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; Margaret KKH <margaret@kkimhin.com.sg>; admin-a@LKKauto.com

Subject: [EXTERNAL] Re: Re: LONG OUTSTANDING - O/REF: 140110/02 - ACC INVLG SDU6118Y & SJG227H ON 21 FEB 2014 -C0300867

Dear Stacey

Thank you for your reply.

The LOD was given to LKK on 16 Aug 2016, copy of acknowledgement slip is enclosed for your ref.

LOD was resent by email to LKK on 02 Jun 2020 as requested by LKK, encl copy of LOD for your ref.

Appreciate if you could kindly assist to expedite the claim.

Thank you.

Best Regards

Carin

K.Kim Hin Auto Pte Ltd
160 Sin Ming Dr #02-20
Sin Ming AutoCity
Singapore 575722
Tel: 6452 7018

From: NG Stacey

Sent: Thursday, August 13, 2020 3:27 PM

To: claims@kkimhin.com.sg ; Hsiao Tong

Cc: CHIONH Hock San Christopher ; Margaret KKH ; admin-a@LKKauto.com

Subject: RE: [EXTERNAL] Re: LONG OUTSTANDING - O/REF: 140110/02 - ACC INVLG SDU6118Y & SJG227H ON 21 FEB 2014 -C0300867

WITHOUT PREJUDICE

Hi Carin,

We did not receive any third party claim from K Kim Hin in 2014 and there is no records on our end. As such, case was not assigned to LKK as well.

Can you let us have the supporting documents that the claim was submitted to AXA/LKK?

Thank you.

Regards

Stacey Ng | Manager, Motor Claims Department

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: stacey.ng@axa.com.sg

Customer Care No. 1800 8804888

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From: claims@kkimhin.com.sg <claims@kkimhin.com.sg>

Sent: Thursday, August 13, 2020 2:44 PM

To: NG Stacey <stacey.ng@axa.com.sg>; Hsiao Tong <chewht@lkkauto.com>

Cc: CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; Margaret KKH <margaret@kkimhin.com.sg>; admin-a@LKKauto.com

Subject: [EXTERNAL] Re: LONG OUTSTANDING - O/REF: 140110/02 - ACC INVLG SDU6118Y & SJG227H ON 21 FEB 2014

LKK REF : C6/AXA17008873/Kpb3C

Dear Sir/Mdm

We refer to our numerous reminders for the above matter since LOD dated 16 Aug 2016.

We regret to inform that, up-to-date, there is no reply from your good office.

Please assist to look into the matter and look forward to your reply soon.

Thank you.

Best Regards

Carin

K.Kim Hin Auto Pte Ltd

160 Sin Ming Dr #02-20

Sin Ming AutoCity

Singapore 575722

Tel: 6452 7018

From: claims@kkimhin.com.sg

Sent: Tuesday, July 28, 2020 5:41 PM

To: Stacey Ng Pei Sze ; Hsiao Tong

Cc: 'Christopher Chionh' ; Margaret KKH ; admin-a@LKKauto.com

Subject: Re: LONG OUTSTANDING - O/REF: 140110/02 - ACC INVLG SDU6118Y & SJG227H ON 21 DEC 2014

Dear Hsiao Tong

With reference to our LOD dated 16 Aug 2016 and our numerous reminders.

We regret to inform that we have yet to receive any reply from your good office.

Please let us hear from you soon.

Thank you.

Best Regards

Carin

K.Kim Hin Auto Pte Ltd

160 Sin Ming Dr #02-20

Sin Ming AutoCity

Singapore 575722

Tel: 6452 7018

From: claims@kkinhin.com.sg

Sent: Monday, July 13, 2020 5:04 PM

To: Stacey Ng Pei Sze

Cc: 'Christopher Chionh' ; Margaret KKH ; Hsiao Tong ; admin-a@LKKauto.com

Subject: Re: LONG OUTSTANDING - O/REF: 140110/02 - ACC INVLG SDU6118Y & SJG227H ON 21 DEC 2014

Dear Stacey

We refer to the tele-conversation with your goodself and our Margaret a while ago.

We would much appreciate if you could kindly assist to look into the matter and look forward to your reply soon.

Thank you.

Best Regards

Carin

K.Kim Hin Auto Pte Ltd

160 Sin Ming Dr #02-20

Sin Ming AutoCity

Singapore 575722

Tel: 6452 7018

From: claims@kkinhin.com.sg

Sent: Friday, July 03, 2020 10:36 AM

To: 'Hsiao Tong (LKKAuto)' ; admin-a@LKKauto.com

Cc: 'Christopher Chionh' ; Margaret KKH

Subject: Re: LONG OUTSTANDING - O/REF: 140110/02 - ACC INVLG SDU6118Y & SJG227H ON 21 DEC 2014

Dear Hsiao Tong

There has been No offer since LOD dated 16 Aug 2016.

Please update us the status of the claim.

Thank you.

Best Regards
Carin
K.Kim Hin Auto Pte Ltd
160 Sin Ming Dr #02-20
Sin Ming AutoCity
Singapore 575722
Tel: 6452 7018

From: claims@kkinh.com.sg
Sent: Tuesday, June 02, 2020 11:02 AM
To: 'Hsiao Tong (LKKAUTO)'; admin-a@LKKAUTO.com
Cc: 'Christopher Chionh'; Margaret KKH
Subject: LONG OUTSTANDING - O/REF: 140110/02 - ACC INVLG SDU6118Y & SJG227H ON 21.12.04

Dear Hsiao Tong

With reference to our LOD dated 16 Aug 2016.

We regret to inform that we have yet to receive any offer from your good office.

We would much appreciate if you could reply soon.

Thank you.

Best Regards
Carin
K. Kim Hin Auto Pte Ltd
160 Sin Ming Dr #02-20
Sin Ming AutoCity
Singapore 575722
Tel: 6452 7018

From: margaret@kkinh.com.sg
Sent: Friday, July 19, 2019 2:26 PM
To: 'Hsiao Tong (LKKAUTO)'; 'Kenneth Kong (LKKAUTO)'
Cc: 'Christopher Chionh'; 'k.kim.hin'; claims@kkinh.com.sg
Subject: RE: OUTSTANDING CLAIMS

Dear Hsiao Tong

Please refer to our email dated 24 January 2019 and 2 April 2019.

Could you please advise us on the outcome of the following three cases which are still outstanding. Despite our reminders we still have not heard from you.

Date of Acc	Our Ref	Date of submission	Our vehicle No.	Your vehicle No.
21.02.2014	140110/02	16.08.2016	SDU6118Y	SJG227H
13.04.2014	140262/04	25.08.2015	SKB1168C	SJR2123C
02/09/2014	140606/09	07.08.2018	XB9368K	XD3809J

Please advise accordingly as soon as possible.

Rgds

Margaret
K. Kim Hin Auto Pte Ltd.

From: margaret@kkimhin.com.sg <margaret@kkimhin.com.sg>
Sent: Tuesday, April 02, 2019 11:59 AM
To: 'Hsiao Tong (LKKAUTO)' <chewht@lkkauto.com>; 'Kenneth Kong (LKKAUTO)' <KennethKong@lkkauto.com>
Cc: 'Christopher Chionh' <chris.chionhhs@axa.com.sg>; 'k.kim.hin' <service@kkimhin.com.sg>;
'claims@kkimhin.com.sg' <claims@kkimhin.com.sg>
Subject: RE: OUTSTANDING CLAIMS

Hi Hsiao Tong

Reference to our email dated 24 January 2019.

We still have not heard from you with regard to the three cases which we have sent you. Can you kindly look into them and update us accordingly.

Thanks and regards

Margaret
K. Kim Hin Auto Pte Ltd.

From: margaret@kkimhin.com.sg <margaret@kkimhin.com.sg>
Sent: Thursday, January 24, 2019 3:25 PM
To: 'Hsiao Tong (LKKAUTO)' <chewht@lkkauto.com>; 'Kenneth Kong (LKKAUTO)' <KennethKong@lkkauto.com>
Cc: 'Christopher Chionh' <chris.chionhhs@axa.com.sg>; 'k.kim.hin' <service@kkimhin.com.sg>;
'claims@kkimhin.com.sg' <claims@kkimhin.com.sg>
Subject: OUTSTANDING CLAIMS

Dear Hsiao Tong

We regret to note that you have not responded to our Letter of Demand.

Could you kindly let us have your offer of settlement for the following outstanding cases:

Date of Acc	Our Ref	Date of submission	Our vehicle No.	Your vehicle No.
21.02.2014	140110/02	16.08.2016	SDU6118Y	SJG227H
13.04.2014	140262/04	25.08.2015	SKB1168C	SJR2123C
02/09/2014	140606/09	07.08.2018	XB9368K	XD3809J

Please let us hear from you soon.

Rgds

Margaret
K. Kim Hin Auto Pte Ltd.

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